



Contact Center as a Service (CCaaS)

Fusion Connect CCaaS is a Superior, Customer-Centered Contact Center

Fusion Connect Call Center delivers Contact Center as a Service (CCaaS) services that fits your business. From standard offerings, to feature-rich, end-to-end, omnichannel capabilities. Improve your customer experience while reducing costs, with services from Fusion Connect.

Predictive Dialer

Proactively connect with current and prospective customers – tripling or quadrupling connect rates over manual dialing.

Automatic Contact Distribution (ACD)

Route inbound calls to agents based on caller data, IVR selection, business hours, and agent skills to optimize each caller’s experience.

Interactive Voice Response (IVR)

Create IVR call routing flows for a better customer experience.

Omnichannel

All-in-one digital customer engagement solution that includes popular messaging apps, SMS, social media channels, and chatbots.

AI-Powered Self Services

Help you customers with powerful voice and digital self-service tools, resulting in better experiences and lower costs.

Maximum Reliability

A 100% uptime service level agreement on the CCaaS component. Must purchase the Advanced license.

Screen Recording

Capture agents’ desktop activity during calls. Let synchronized playback of voice and screen recordings provide the context you need for a complete picture of every customer interaction.

Quality Management

Efficiently evaluate customer interactions and provide agents with actionable feedback.

PCI Payment

Easily and securely manage agent-assisted credit card transactions in a PCI-compliant environment.

Helpful Guides

Help customers, and agents, with an AI-powered knowledge base.

DESIGNED FOR COST SAVINGS

Calls queue in the network, so you avoid excess lines and trunks at each location.

24/7/365 Support is included, so you avoid maintenance and support contract costs.

No hardware or software to maintain.

Work with a mix of on-site staff as well as remote, part time/temporary, and offshore agents.

	Professional Plus	Advanced
Agent & Supervisor Seats	✓	✓
Auto Attendant	✓	✓
Automatic Call Distribution	✓	✓
Call Queues	Unlimited	Unlimited
Interactive Voice Response	✓	✓
Real-time Dashboards	✓	✓
Business Intelligence	✓	✓
Salesforce Integration	✓	✓
60+ Out-of-Box Integrations	✓	✓
80+ AppConnect Partners	✓	✓
Mood Sentiment	✓	✓
Guardian Standard – Native Security Solution	✓	✓
API – CSAT SMS Survey	✓	✓
API – Studio Functions	✓	✓
100% Uptime SLA	✗	✓
Custom Reports & Dashboards	✗	✓
All APIs	✗	✓

TAKE YOUR CONTACT CENTER ANWHERE

With Fusion Connect’s Unified Communications your call center workforce can take calls from any location, any device, any time.





THE FUSION CONNECT ADVANTAGE

ENABLING THE CONNECTED ENTERPRISE

Optimize your business communications, costs, and continued collaboration from any place or device, with crystal-clear quality. Securely connect your business locations and remote workers.

LEADING-EDGE TECHNOLOGY

Fusion Connect's optimized platforms leverage leading technologies, meaning seamless integration of solutions across your virtual and fixed technology platforms.

DEDICATED SUPPORT TEAM

Our 100% U.S.-based expert tech support is available 24/7 to keep your business online and available regardless of the situation.

Visit www.fusionconnect.com to learn more.

Or, contact a Fusion Connect Business Consultant today at **888-301-1721**.

